



PREPROPOSAL STATEMENT OF INQUIRY

CR-101 (June 2004)

(Implements RCW 34.05.310)

Do **NOT** use for expedited rule making

Agency: Office of the Insurance Commissioner

Subject of possible rule making: Responding electronically to the Office of the Insurance Commissioner regarding consumer complaints.

Insurance Commissioner Matter No. R 2013-05

Statutes authorizing the agency to adopt rules on this subject: RCW 48.02.060, RCW 48.44.050, and RCW 48.46.200.

Reasons why rules on this subject may be needed and what they might accomplish: WAC 284-30-360 and WAC 284-30-650 require insurers, health care service contractors (HCSC), and health maintenance organizations (HMO) to respond in writing to the Insurance Commissioner regarding consumer complaints. The commissioner will consider amending those WACs to require the response to be in an electronic format. This would allow these entities to transmit private information electronically in a secure method rather than by the use of "snail mail." It is anticipated that using an electronic method will reduce the processing time for handling the complaints.

Identify other federal and state agencies that regulate this subject and the process coordinating the rule with these agencies:
None

Process for developing new rule (check all that apply):

☐ Negotiated rule making

☐ Pilot rule making

☐ Agency study

☒ Other (describe) Submit written comments by: March 22, 2013.

To: Jim Tompkins
PO Box 40258
Olympia, WA 98504-0258
Email: rulescoordinator@oic.wa.gov
Fax: 360-586-3109

How interested parties can participate in the decision to adopt the new rule and formulation of the proposed rule before publication:

(List names, addresses, telephone, fax numbers, and e-mail of persons to contact; describe meetings, other exchanges of information, etc.)

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DATE
February 6, 2013

NAME (TYPE OR PRINT)
Mike Kreidler

SIGNATURE

TITLE
Insurance Commissioner

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OFFICE OF THE CODE REVISER
STATE OF WASHINGTON
FILED

DATE: February 06, 2013

TIME: 8:22 AM

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